

“ I have felt that I could meet up for coffee especially at times when I really needed to talk, for example, the day before a job interview was one occasion - and then at various times when adjusting to the job.

I could be open and be myself about it all - because it really was a scary time - and I really felt like it helped me build on positives ”

Current Tenant





January 2020

# ASSET COACH WORK

## ACTIVITIES AND EVENTS

The Asset Coach (AC) organised events based on the 2019 Tenant Consultation and used regular feedback reports to keep the events relevant to participants.

The monthly events have been really impactful and we have had some great feedback. The Asset Coach has run 7 events in 5 months with a total of 40 attendees. The attendees include current tenants, ex-tenants and a few from the permanent night shelter next door deliberately for social interaction. The events were also staffed by the current team as a way of introducing the AC to tenants that have existing relationships with current staff and the last 2 events with potential volunteers.

“Had a wonderful time (fishing) and the meal was great. Every event run by KCAH is always amazing and well planned even in the rain. I can't wait to do another event with KCAH.” Tenant

“Was a great time out (Imperial War Museum) with people and learning new things about the history of the world. Thank you to everybody who makes these events possible!” Tenant

“I had a lovely time on the bike ride event. It was great to meet and get to know new people. The exercise also did me good and put me in a positive frame of mind. I very much appreciate the organisation of the event by the KCAH staff.” Tenant

### **8/11 PEOPLE WHO COMPLETED POST EVENTS QUESTIONNAIRE STRONGLY AGREED THE ACTIVITY HAD A POSITIVE IMPACT ON THEIR WELL-BEING**

7/11 tenants agreed that "Today's activity helped me to get out of the house"

9/11 tenants agreed that "Today's activity has made me feel good within myself"

9/11 tenants agreed that "Today's activity has helped me meet new people/socialize"

7/11 tenants agreed that "Today's activity makes me want to participate in other KCAH events"





# ONE TO ONE WORK

The Asset Coach has a current case-load of 14 tenants. They are provided with one to one support which is tailored specifically to each individual. This includes the frequency of meetings, the range of activities, and their preferred method of support in between meetings such as via text, calls or email.

We discovered early on that simply referring a tenant to the AC, a new role filled by a new employee, was met with suspicion or curiosity by tenants. Whilst some tenants engaged from the first meeting, 3 out of 17 referrals failed to attend the first appointment or did not engage. The team therefore decided to introduce tenants to the AC at every opportunity and to allow some of the relationships to grow organically. A good conduit for this has included the events/activities organised and joint house visits with the Housing Support Workers (HSW).

One to ones have also provided opportunities to widen our connection with potential partners such as Community Motors, London Fire Brigade, Cardboard Citizens, Tea & Treats, White Spider Climbing, Christians Against Poverty, Eco-Op, Hampton Court Palace, The Recovery Hub, The Fircroft Trust, The Sisterhood Sanctuary, Royal Borough of Kingston, Ezra Employment and Hillcroft College.

## WHAT OPPORTUNITIES HAVE BEEN MADE AVAILABLE TO YOU AS A RESULT OF WORKING WITH THE ASSET COACH?

"Further support and assessments through sister organisations."

"Potential work environments that suit my interests."

"The opportunity to climb was made available and it turned out to be a passion of mine which I can now pursue"

"I have come into contact with people and organisations I wouldn't have even have known to look for if it wasn't for Jhoana."

**THERE WERE 400  
'SUPPORT' INTERACTIONS\*  
WITH TENANTS**

**From having a coffee and chat, indoor climbing or a walk in Richmond Park, face to face support in a location of the tenants choice shows a personalised approach that embraces each person as an individual with their own interests, gifts and talents.**

\*Between August and December 2019 and does not include activities/events

"My Asset Coach has... kept my spirits up at a difficult time. (She) got me involved in activities such as bike riding, cinema and back to work club"

"It has been very good to be kept in the loop via messages and meetings and to have felt included in a community. That has worked really well"

"It's not results that are the key but the possibilities it let's me see" Pete\*

# IMPACT

Feedback via online platform Survey Monkey is collected on an ongoing basis for events and on a bi-annual basis for one to one work. The recent survey for the current 14 recipients of one to one work ( 7 people took part) shows a positive impact all-round, evident by the quotes shared in this report as well as improvements in the following areas of their lives:



**43%**  
Employment/  
Volunteering



**57%**  
Training



**57%**  
Physical  
Health

**43%**  
Making  
Friends



**29%**  
Access to  
other services



**100%**  
Self  
Esteem

**86%**  
New Opportunities

**85%**  
Mental  
Health



**71%**  
Emotional  
Wellbeing



**100%**  
Confidence

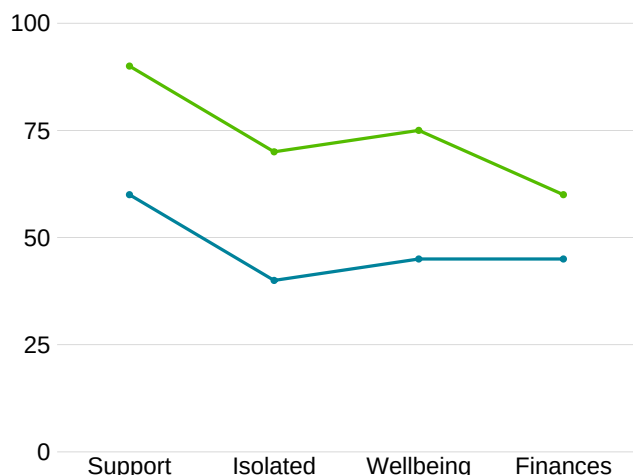


**57%**  
Getting  
out more

**71% STRONGLY AGREED:**  
"WORKING WITH THE ASSET COACH HAS ALLOWED ME TO FOCUS ON/TALK ABOUT AREAS OF MY LIFE I HAVEN'T LOOKED AT IN A LONG TIME"

At the start of their one to one work with the Asset Coach tenants are asked to rate on a scale of one to ten how they feel about the following areas:

- How supported they currently feel, this can include family and other professionals
- How lonely or/and isolated they feel
- How well or poor their general health and well-being is
- How well they manage their finances
- A relevant but small group are asked how much their substance misuse affects them



In this line chart the blue line shows 'before' tenants worked with the asset coach. the green line shows how tenants currently feel.

The small group that identify as using substances reported a varied but positive change, with some reducing use by half.

The findings from the one to one survey indicates a need for people to gain finance management skills. The AC is booking CAP's 3 week Money Course in February to address this need.



January 2020

# HOUSING SUPPORT WORK

As a support worker with the KCAH Access Project it is vital to have the ability to communicate clearly and sensitively with people we work with daily; to understand the emotional and practical difficulties that a person may face day to day. Breaking down the barriers that have built up over time that may have led to the inability to live independently and to sustain a tenancy is essential, and we must have good Listening skills.

Just going for coffee once a week and offering practical help, emotional support with an empathetic approach, talking 1-2-1 while people are going through a tough time can be the difference between make or break for some. Through this process and carrying out support plans with the individual can have a massive impact on the way people look at their journey in life, where they have been and they want to go, changing things around for the better. Assisting and enabling people in gaining skills, debunking the myth that things can never get better is such a boost and empowers people to move forward to enhance their chances of living fulfilled lives.

## TENANT NEWSLETTER

The HSW met with tenant representatives to discuss the idea of a tenant-led newsletter in the summer. This was passed on to the Asset Coach who has recruited a team of 4 current and ex-tenants to outline the content of 'The Boat', write articles, poetry, submit art/photography and design the newsletter. This has been a great way for tenants to communicate what's important to them including what events and training we are running.

**" I've really valued the time spent meeting and talking together.**

**It helped me discuss some issues that were important to me, but without the pressure.**

**Also having feedback and encouragement has been good "**

Current Tenant



## 4 LEARNING OPPORTUNITIES

We have run 2 training courses for tenants; 1st Aid, Mosaics and 1 in-house Vision Board session. We had The Mayday Trust run In-house training for our staff team to encourage a change in culture and a more asset based approach.



**" I really appreciated the practical and personal support. Especially when I received a congratulations phone call from my coach and other team members of KCAH**

**It has really made me appreciate the support, my housing and fellow housemates "**

Current Tenant

experiences, the courses he has completed as a volunteer and his desire to get paid employment. AC helped him celebrate his achievements by updating his CV, creating a cover letter and sharing more of his achievements publicly.

W enrolled in further training and was supported by the AC in researching techniques so he was able to independently source the information he needed to complete his homework.

By building the relationship AC was able to praise W's efforts in job searching and build on his self-esteem by gently challenging the low paid jobs he was applying for and encouraging him to seek more paid work in his chosen field.

W has now completed his NVQ assessments and passed, he has an updated CV and cover letter, his self-esteem has improved with indicators such as his ability to gain more paid employment and 'walking tall'. W does not socialize much but did agree to a celebration coffee after he completed his NVQ and also attended a Christmas meal hosted by a local community group.

The greatest part of this piece of work is that as his employment income has increased the Housing Support Worker has been able to support him with his benefits when his Universal Credit benefit was unexpectedly stopped. His HSW is also working with him to ensure he receives the best financial support, food parcels and workers subsidy. He has been greatly reassured that the support is there which has encouraged him to communicate more openly with the full team.

## CASE STUDY - JOINT WORK

'W' was referred to the Asset Coach as not much was known about W as he kept himself to himself.

The team were keen to get to know more about him. At first instance he resisted the one to one support but quite soon began engaging as part of the one to one involved access to the Job Club's computers. The first sessions involved more time in the comfort of the Computers applying for work and updating his Universal Credit log with a little interaction with the AC. There was some support with travel costs. This helped build a rapport and he greatly appreciate this support.

As time progressed W and the AC developed more of a rapport and W began opening up about his previous